

**STANDING OPERATING PROCEDURES  
OLD POINT COMFORT MARINA  
ALCOHOL SERVER RESPONSIBILITIES**

**22 November 2003**

- 1. APPLICABILITY.** This policy applies to all Old Point Comfort Marina employees involved in the serving of alcoholic beverages.
- 2. GENERAL.**
  - a. Old Point Comfort Marina sells the following alcoholic beverage: beer.
  - b. All customers must be of legal drinking age to be served. The Old Point Comfort Marina enforces Virginia State drinking age laws: twenty-one (21) years of age for all alcoholic beverages.
  - c. If there is *any* doubt, ask for proof of age.
  - d. Under *NO CIRCUMSTANCES* will alcoholic beverages be served to a customer who is, *or appears to be* intoxicated.
  - e. Under *NO CIRCUMSTANCES* will alcohol be served to. Anyone under 21 years of age.
  - f. It is illegal for any person 21 years of age or older to purchase or provide alcohol to minors.
  - g. The sale of food and alcohol-free beverages will be encouraged at all times.
  - h. Soft drinks will be sold to patrons who have previously been consuming alcoholic beverages. Hot coffee will be available and served to patrons who have previously been consuming alcoholic beverages.
  - i. Alcoholic beverages will *not* be consumed in the Ship's Store.
- 3. CUTOFF PROCEDURES.**
  - a. When cutting off alcohol service to a person, the Old Point Marina Manager or his designated representative should be notified first to provide assistance if necessary.
  - b. OPCM personnel should note any cut-off actions on their duty report. In the event of a serious incident, such as would require Military Police intervention, the marina manager and the DCFA must be informed *immediately*.
  - c. Every effort should be made to offer alcohol-free beverages, snacks, and a safe ride home for cut-off patrons. For example, have a sober buddy or family member take them home; call a cab. If they do drive off contact MP's with description of vehicle.
- 4. CUTOFF TECHNIQUES:**
  - a. Be non-judgmental. Don't say: "You've had too much" or "You're drunk." Say instead: "Hey I don't want to see you get in trouble with MP's" or "I Might get fired if I sell you any more."

- b. Be firm. Don't bargain, don't argue, don't back down.**
- c. Minimize confrontation. Tell the person privately.**
- d. Alert a backup. Be sure someone is nearby to keep an eye on the situation, or to act as a witness.**

## **5. RESPONSIBILITIES.**

**Employees and management are jointly tasked with responsibility to ensure, to the extent reasonably possible, that our patrons are not permitted to drive from the Old Point Comfort marina if they are suspected of being intoxicated.**

*Theresa J. Grogan*

*Manager, Old Point Comfort Marina*